

Kalamazoo Public Library
OFFICIAL MINUTES OF THE BOARD OF TRUSTEES
PUBLIC MEETING
Date: June 20, 2016
Time: 4:00 p.m.
Location: Board Room – Central Library

TRUSTEE ROLL CALL:

Present: Robert Brown, Cheryl TenBrink, Kerria Randolph, Lisa Godfrey, James VanderRoest, and Valerie Wright

Absent: Bruce Caple

PUBLIC HEARING:

Vice President Wright called the Public Hearing to order at 4:00 p.m. regarding the proposed Preliminary Budget for 2016-2017. She invited those attending to speak regarding this budget.

Tim Russ of 24 Robin Hood Drive, Grand Rapids, MI approached the table and introduced himself. He stated that he works for the Michigan Education Association and represents the bargaining interests of Kalamazoo Public Library Support Personnel (KPLSP). He encouraged the Board to provide a larger cost of living increase to members of KPLSP in order to match the amount provided to members of the Kalamazoo Professional Librarians Association (KPLA). He stated to do otherwise would exacerbate the already considerable compensation difference between these two groups of employees.

He then clarified his statement by encouraging the Board to provide a three percent increase to KPLSP members instead of the 2.5 percent increase currently being offered to both KPLSP and KPLA members for the purpose of off-setting the increased cost of health insurance over the next fiscal year. He then pointed out that considering the library's 130% fund balance, the issue was not one of affordability.

The vice president closed the public hearing at 4:04 p.m. after it was determined no additional individuals wished to address the Board on this subject.

CALL TO ORDER:

Vice President Wright called the meeting to order at 4:00 p.m.

AGENDA APPROVAL:

The agenda was approved.

I. RECOGNITIONS, RESOLUTIONS, COMMUNICATIONS

A. Resolution to Approve the Preliminary Budget and Authorize Millage Levy for 2016-2017

Recommendation: Director Rohrbaugh recommended the Board adopt the resolution to approve the General Operating Fund – Preliminary Budget FY 2016-2017 and authorize that 3.9583 mills be levied for library operations for 2016-2017.

Executive Summary: The budget was reviewed at the regular Board Meeting on May 23, 2016. Prior to this meeting a Public Hearing was conducted for the public to comment on the budget

and millage rate.

MOTION: J. VANDERROEST MOVED AND L. GODFREY SUPPORTED THE MOTION TO ADOPT THE RESOLUTION TO APPROVE THE GENERAL OPERATING FUND – PRELIMINARY BUDGET FY 2016 – 2017 AND AUTHORIZE THAT 3.9583 MILLS BE LEVIED FOR LIBRARY OPERATIONS FOR 2016 – 2017.

Discussion: No discussion.

Roll Call Vote: L. Godfrey – yes; C. TenBrink – yes; K. Randolph – yes; R. Brown – yes; J. VanderRoest; V. Wright - yes

MOTION CARRIED 6-0

B. Resolution to Authorize Bank Signature Authority

Recommendation: Director Rohrbaugh recommended the Board adopt the resolution to authorize bank signature authority.

Executive Summary: Certain changes in personnel require that the Board of Trustees by resolution update the persons upon whom authority to transact banking business on behalf of the Kalamazoo Public Library is conferred.

MOTION: R. BROWN MOVED AND C. TENBRINK SUPPORTED THE MOTION TO ADOPT THE RESOLUTION TO AUTHORIZE BANK SIGNATURE AUTHORITY.

Discussion: No discussion.

Roll Call Vote: L. Godfrey – yes; C. TenBrink – yes; K. Randolph – yes; R. Brown – yes; J. VanderRoest - abstain; V. Wright - yes

MOTION CARRIED 5-0 WITH 1 ABSTENTION

C. Account Resolutions Certificate for Treasury Management Services (Government Entity)

Recommendation: Director Rohrbaugh recommended the Board adopt the Account Resolutions Certificate for Treasury Management Services (Government Entity).

Executive Summary: Certain changes in personnel require that the Board of Trustees by resolution update the persons upon whom authority to transact banking business with Fifth Third Bank on behalf of the Kalamazoo Public Library is conferred.

MOTION: L. GODFREY MOVED AND J. VANDERROEST SUPPORTED THE MOTION TO ADOPT THE ACCOUNT RESOLUTIONS CERTIFICATE FOR TREASURY MANAGEMENT SERVICES (GOVERNMENT ENTITY).

Discussion: No discussion.

Roll Call Vote: L. Godfrey – yes; C. TenBrink – yes; K. Randolph – yes; R. Brown – yes; J. VanderRoest; V. Wright - yes

MOTION CARRIED 6-0

II. PERSONS REQUESTING TO ADDRESS THE BOARD

No one addressed the Board.

III. CONSENT CALENDAR

- A. *Minutes of the Meeting of May 23, 2016*
- B. *Personnel Items*

IV. FINANCIAL REPORTS

- A. *Financial Reports for the Month Ending May 31, 2016.*

Recommendation: Director Rohrbaugh recommended the board accept the Financial Reports for the month ending May 31, 2016.

Discussion: Director Rohrbaugh mentioned to trustees that it was discovered earlier in the day that a page was missing from the Financial Reports included in the board packet, and that a supplemental version had been provided for each board member.

MOTION: L. GODFREY MOVED AND R. BROWN SUPPORTED THE MOTION TO ACCEPT THE FINANCIAL REPORTS FOR THE MONTH ENDING MAY 31, 2016.

MOTION CARRIED 6-0.

V. REPORTS AND RECOMMENDATIONS

RECOMMENDATIONS:

- A. *KPLA Contract*

Recommendation: Director Rohrbaugh recommended board approval of the attached contract between Kalamazoo Public Library and the Kalamazoo Professional Librarians Association (KPLA).

Executive Summary: On Monday June 13th, a tentative agreement was reached between KPL and KPLA reflecting contract changes previously reviewed by the board. The terms and changes include a contract term through June 30, 2018; shortening the probationary period for new employees from one year to six months with a proscribed two performance evaluations during the probation; and shortening of the evaluation period of transferring employees from six to three months and the addition of a restriction of subsequent transfers for another six months unless the transfer met certain involuntary or performance related criteria.

As previously reviewed with the board, the tentative agreement includes the addition of one floating holiday for each bargaining unit member annually beginning with their 13th full fiscal year of service. Appendix A includes the revised salary schedules and not-to-base payments of 2.25% year one with \$250 not-to-base and 2.0% year two with \$250 not-to-base. Also in the appendix, the “Opt-Out” of medical insurance payment was increased from \$1800 per year to

\$2000 per year and the professional memberships reimbursement was increased from \$125 to \$250 and will now include specializations within the ALA and MLA memberships.

Insurance options includes the change of the Choices II option to include a Saver Rx prescription drug policy rather than the \$10/\$20 drug co-pay currently in effect. An Appendix C was added to include a description of the apportionment calculation utilized to smooth the allocation of the medical cap.

MOTION: J. VANDERROEST MOVED AND R. BROWN SUPPORTED THE MOTION TO APPROVE THE ATTACHED CONTRACT BETWEEN KALAMAZOO PUBLIC LIBRARY AND THE KALAMAZOO PROFESSIONAL LIBRARIANS ASSOCIATION (KPLA).

Discussion: C. TenBrink asked whether the contract covered a one or two year period. Director Rohrbaugh stated it covered a two year period, expiring June 30th, 2018.

MOTION CARRIED 6-0.

REPORTS:

B. Action Plans for 2016 – 2017

Report: Director Rohrbaugh explained that these plans are in keeping with the regular process of planning for the coming fiscal year. Strategic planning priorities were identified, goals were set based on those priorities, and staff in each department discussed ways in which they can meet those goals. Those ideas are then revised and approved by the Management Team.

Discussion: Vice President Wright stated she is always pleased to see the Action Plans, and asked for additional details concerning items which mentioned 'The Late Show' and plans to organize a story mob. Sue Warner, head of Youth Services explained 'The Late Show' is a program through the Kalamazoo County Juvenile Home in which community members are brought in to read to the kids at night. She stated the library's role has been to prepare the readings for the program and send them to the volunteer readers. She then expressed her desire to create a database of all the volunteer readers in order to support the process of providing them with the readings they need.

She then explained that a story mob is similar to a story walk, which is an outdoor event in which a group of individuals proceed along a prepared route featuring placards or postings which each tell a section of a story. The difference is that a story mob is more of a creative, dramatic event in which a story is created and then acted out.

L. Godfrey asked whether an evaluation of the Baker & Taylor profile would only be happening in teen or whether that was a project with implications for all age groups. Director Rohrbaugh indicated that should be considered as an 'across the board' action item.

C. TenBrink asked for an explanation of an item which plans for the creation of a library-sponsored book diversity mock award. S. Warner explained books would be curated by library staff for the purpose of naming one the winner. L. Godfrey suggested that if the award was meant to be laudatory in nature, it should not be referred to as a mock award. J. VanderRoest and C. TenBrink agreed.

Disposition: Trustees thanked Director Rohrbaugh for the report.

C. User Experience Study – Kevin King

Report: Director Rohrbaugh introduced Kevin King, head of Branch and IT Services, and reminded trustees that some time ago, the library contracted with the Kercher Center at Western Michigan University to conduct a user experience study of the library's catalog and website.

K. King began by explaining the report delivered to the library from the Kercher Center was approximately 300 pages long and is available as a PDF. He stated the process took approximately four to five months and was headed up by Dr. Whitney DeCamp and his research assistant, Rebecca Seven. The study consisted of four phases: Server Statistics, Survey of Patrons, Observation of Natural Usage, and Focus Groups.

In the Server Statistics phase, it was determined that 25% of KPL network traffic originates internally, Google Chrome is the most popular browser, and two thirds of users use a desktop or laptop, and the ONEplace employment postings page remains KPL's most popular webpage.

During the Survey of Patrons phase, the survey was promoted through KPL's eNewsletter and website. 1,261 people participated in the survey, which was significantly more than expected. The top three things that patrons used the website for were: more information regarding books and media, library hours, and information regarding events. Generally speaking, patrons communicated satisfaction with the catalog and website. Patrons did express some frustrations concerning access to the catalog and webpage on mobile devices and difficulties finding what they were looking for in the catalog.

During the Observation of Natural Usage phase, software was installed on certain PCs to record how patrons were using the catalog. In all cases, the patrons gave their permission to be monitored. Feedback from this phase indicated patrons often have difficulty locating the search bar; the expectation, generally set by Google, is that the search bar is front and center. New users also expressed that it was difficult to narrow searches. Time and time again, users stated they wished the catalog functioned exactly like a Google search.

During the final phase, Focus Groups, four separate sessions were undertaken. The survey respondents provided a good pool of focus group candidates. The large field of candidates allowed Dr. DeCamp and Ms. Seven to select individuals from all backgrounds and walks of life. Much of the feedback from this phase mirrored what was said during the survey and observation phases, but focus group attendees also indicated they wished that different media types with the same name were more distinctly labeled. Additionally, attendees felt there could be some utility in employing more instructional videos on the website. Others wished the format was more like Goodreads.

Overall, feedback regarding the library in general was extremely positive, both in terms of technology and staffing. As a final result of the study, five themes were identified:

- Improve Search Experience

- Improve Mobile Experience
- Improve Event Information Presentation
- Create Additional Instructional Videos
- Emphasize Readers'/Materials Advisory Features

In closing, K. King stated the library's committee members for this project were, in addition to himself, J.D. Anderson, Jim Clarey, Michael Cockrell, Gary Green, Keith Howard, and Wendy Hand.

Discussion: Vice President Wright asked whether there was any feedback that surprised the committee. K. King stated he felt the committee had a good idea of the sorts of feedback they would encounter, but the call for additional instructional videos came as a surprise. Additionally, the request for improved event information presentation was not anticipated.

R. Brown stated the User Experience Study seemed like useful work. K. King agreed and explained it was fitting to have J.D. Anderson as a committee member, given her impending departure from KPL; she was able to give the benefit of her years of experience prior to leaving.

Director Rohrbaugh reminded trustees of the good relationship the library enjoys with the Kercher Center and pointed out this is the second study that has been undertaken with their assistance.

Disposition: Trustees thanked K. King for his report.

D. Department of Labor Updates to Overtime Regulations – Terry New

Report: Director Rohrbaugh introduced Terry New, Human Resources Manager.

T. New began by stating that with the possible exception of the ACA Reporting Requirement, these labor updates are probably the largest issue currently facing employers. She stated these rules fall under the Fair Labor Standards Act (FLSA) and require that in addition to paying minimum wage, employers must pay overtime to employees who work more than 40 hours per week unless they meet certain exemptions. The FLSA defines those exemptions as administrative, executive, professional, computer professional, and outside sales. Those categories are subject to criteria based on salary, salary basis, and duties.

The key provisions that have changed, and are applicable to the library, are the change to the standard salary level for exemption from \$455 per week to \$913, and the establishment of a mechanism to automatically adjust such standards every three years. The changes are effective Dec. 1st 2016. Effects on KPL should be minimal.

Hourly employees and those in KPLSP are considered non-exempt. Vacation time, and other authorized forms of time off are included in the calculation of overtime. Sunday shifts for KPLSP members are paid at a double-time compensation rate. KPLA members, while they could be legally considered exempt are, in practice, considered to be non-exempt. Sunday shifts for KPLA members are paid at standard time and a half overtime rate.

Supervisory-Technical employees are either exempt or non-exempt, depending on the position in question. Anything over 40 hours has traditionally been considered compensatory time for non-exempt individuals. It remains to be seen if those employees can be offered a choice between overtime and compensatory time. Administrators remain exempt from overtime.

Discussion: No discussion.

Disposition: Trustees thanked T. New for her report.

E. Legislative Update – Diane Schiller

D. Schiller began her report with an update on MPSERS. There was a suit brought by the MEA, teachers, and others against the State of Michigan over a 2010 law (revised in 2012) which stated all MPSERS employees must contribute 3% to the trust to pay for their healthcare. The decision on the suit has travelled through various elements of the legislature and has landed in the Michigan Court of Appeals. On June 7th, the court ruled the 2010 act unconstitutional, citing violations to contracts and takings clauses of the state and federal constitutions and the guarantees of substandard due process regarding those constitutions. The result was a decision that stated that MPSERS contributions between 2010 and 2012 were ruled unconstitutional, but those after 2012 were not. It has been remitted back to the trial court. The State of Michigan has 40 days from the date of decision to appeal.

She then provided an update on the ‘Dark Store Legislation’, which has passed the house and was referred to the Senate Finance Committee. No committee meetings have been scheduled and the Senate is currently on break.

D. Schiller then briefly mentioned the TIFA capture bills put forth to eliminate most of the automatic tax captures imposed upon public libraries. The bills have passed the Senate and are now being brought to the House Tax Policy Committee, where no meetings have been scheduled.

VI. COMMITTEE REPORTS

A. Finance and Budget Committee – No meeting.

B. Personnel Committee – Vice President Wright stated there was a meeting to discuss the Director’s annual evaluation.

C. Fund Development and Allocations Committee – No meeting.

D. Director’s Building Advisory Committee – No meeting.

VII. OTHER BUSINESS

A. Director’s Report

Report: Director Rohrbaugh began by calling trustees’ attention to an item indicating the library’s annual calendar of holiday closings had been finalized and was attached for review.

She then noted a pair of items regarding the kickoff of the Summer Reading Challenge. She stated the kickoff coincided with June Jubilee, as has been the practice in the past, and said staff had been very active out and about raising awareness at community events, including the Farmers' Market.

Next, she informed trustees that the library's data servers have been transferred to KRESA, finalizing months of work. She stated the transfer went very smoothly.

Discussion: L. Godfrey asked for additional details regarding the new IT blog, Ten Forward. K. King stated it was launched in response to requests from staff for additional information regarding tech trends and IT projects taking place at the library. He said G. Green had started a similar blog some years back and this was a revitalization of that effort.

Vice President Wright asked about an item concerning a gathering of librarians to discuss Ready to Read. Director Rohrbaugh reminded trustees there was an effort underway to revitalize Ready to Read and asked S. Warner to elaborate. S. Warner stated that representatives from all over Kalamazoo County were invited to visit and talk about the benefits of working directly with pediatric and family practice doctors, and other childcare/preschool organizations within their service districts who may not yet be tied into efforts similar to Ready to Read. She stated a good and productive conversation ensued.

C. TenBrink asked whether homeschooled children were being reached by Ready to Read. S. Warner stated, based on evidence from pediatricians, that most children within the county are being seen by the major pediatric practices. C. TenBrink asked whether there was a health center on the north side that was distributing Ready to Read resources. S. Warner said there is. For some time, they had distanced themselves from Ready to Read, because they considered it a burden on their limited resources, but that connection has been reestablished.

C. TenBrink stated she observed many mothers who had brought one or two children of appropriate age to Party in the Park this year- more than in years past. She said that since they were not part of a larger group, they often needed to be invited to come and sit down and join a group. She asked whether there was a better way to engage children not part of a group. S. Warner said she noticed that as well and many staff were busy engaging those children. She estimated that this year was the first time many had come to Party in the Park and were uncertain as to how the event functions.

Vice President Wright stated she noticed the security camera has been installed in the passenger elevator. She asked S. Lindemann whether there had been any noticeable trends since its installation. S. Lindemann said there had been no vandalism in the elevator since it was installed.

J. VanderRoest requested elaboration on CollectionHQ's Biggest Improver Program. She said M. Cockrell would know more than she about that particular function, but explained that the idea is to set targets for book genres, such as mysteries or biographies. CollectionHQ then measures the circulation of those genres.

K. Randolph asked whether 'Three Book Battle' was a new program. S. Warner indicated Three Book Battle was in its third year. She said there has been a lot of interest from kids, but it was determined that it might be more effective to hold it during winter or spring break.

J. VanderRoest asked whether the first grade visits had been going well or if there were any plans to alter their structure. S. Warner stated they had been functioning well for both the library and Kalamazoo Public Schools. G. Green stated that the library card process has been fine-tuned so that the kids have their cards when they arrive at the library.

VIII. PERSONS REQUESTING TO ADDRESS THE BOARD

No one addressed the board.

IX. COMMENTS BY TRUSTEES

- L. Godfrey had no comments.
- C. TenBrink said she had been having lunch with friends recently and said that one of her friend's book club had requested multiple copies of a Reading Together title from years past. Upon calling the library, it was determined that most of our copies of the title in question had been given to the Friends of KPL. The staff member was nevertheless able to check with the Friends, found an appropriate number of copies and checked them out to the book club for an extended period of time. She then said she had a wonderful time at Party in the Park.
- K. Randolph had no comments.
- R. Brown has no comments.
- J. VanderRoest stated he was sorry to have missed Party in the Park, but heard from a friend who is new to the community who said they were very impressed with the event.
- Vice President Wright stated June Jubilee was fantastic and was impressed with the activity in the library's portico. She also said the graphics for the Summer Reading Challenge are particularly exciting this year.

X. EXECUTIVE SESSION

MOTION: J. VANDERROEST MOVED AND C. TENBRINK SUPPORTED THE MOTION TO MOVE TO CLOSED SESSION TO DISCUSS THE LABOR NEGOTIATIONS AND THE DIRECTOR'S EVALUATION.

Roll Call Vote: L. Godfrey – yes; C. Tenbrink – yes; K. Randolph – yes; R. Brown – yes; J. VanderRoest – yes; V. Right - yes

MOTION CARRIED 6-0.

Trustees moved to an executive session at 5:05 P.M.

MOTION: L. GODFREY MOVED AND J. VANDERROEST SUPPORTED THE MOTION TO RETURN TO OPEN SESSION.

Roll Call Vote: L. Godfrey – yes; C. Tenbrink – yes; K. Randolph – yes; R. Brown – yes; J. VanderRoest – yes; V. Wright - yes

MOTION CARRIED 6-0.

Trustees moved to open session at 5:52 P.M.

XI. RETURN TO OPEN SESSION FOR CONSIDERATION OF DIRECTOR'S CONTRACT

Recommendation: The Personnel Committee is satisfied with the director's performance for the past year and recommended the director's total compensation package and contract be adjusted as follows:

1. 3% increase in salary.
2. A one-time deposit of \$1,000 is to be added to the director's HCSP account.
3. Director's three year contract be rolled over for another year.

MOTION: VICE PRESIDENT WRIGHT MOVED AND L. GODFREY SUPPORTED THE MOTION TO ADJUST THE DIRECTOR'S TOTAL COMPENSATION AS STATED, ROLL OVER THE CONTRACT FOR ANOTHER YEAR, AND AMEND THE CONTRACT AS STATED.

MOTION CARRIED 6-0.

XII. ADJOURNMENT

Hearing no objection, Vice President Wright adjourned the meeting at 5:55 P.M.

X _____
Kerria Randolph
Secretary

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